

Fig. 1(b)

## System Configuration Functions

8

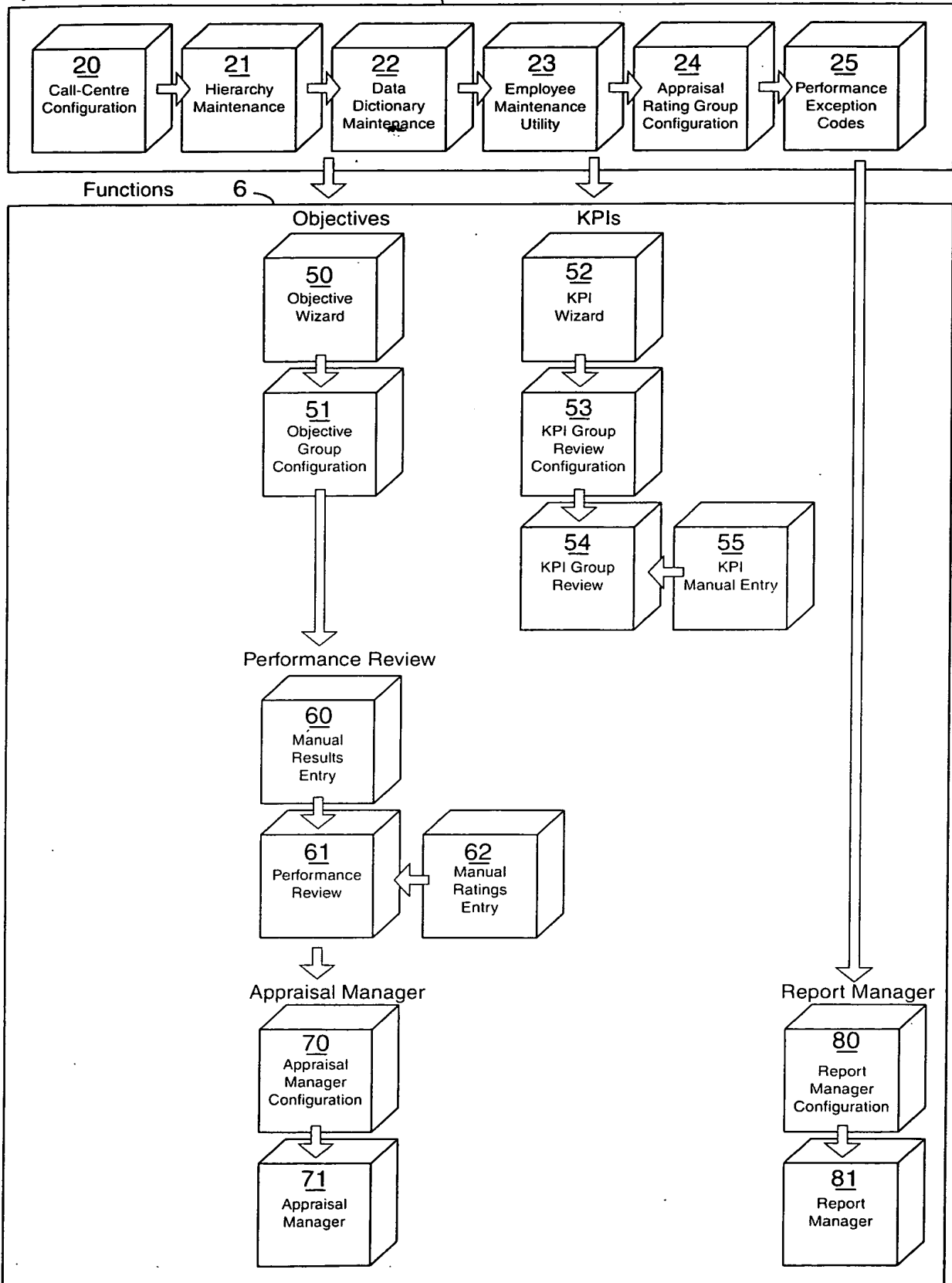



Fig. 2

 Hierarchy Maintenance

?

X

Hierarchy

Product Authorisation

Level	Icon	Description
1		Agent
2		Team Leader
3		Manager
4		Senior Manager
5		Function
6		Site Address
7		Organisation

Selection Icon

Add

Remove

OK

Cancel

Help

Fig. 3(a)

Fig. 3(b)

☐ Data Dictionary Configuration ? X

General Formula Rules

Name: Schedule Adherence

Description: The total time available to handle customer contacts ▲  
▼

Level: Agent ▼

Measurement Period

☐ Intra Day ☐ Monthly ☐ Half Yearly

☒ Daily ☐ Quarterly ☐ Yearly

OK Cancel Help

Fig. 4(a)

☐ Data Dictionary Configuration ? X

General Formula Rules

Field	Description
FGN_VALUE1	Avg Handling Time
FGN_VALUE2	Talk Time
FGN_VALUE3	Wrap Time

Value 1:

Operator:

Value 2:

Test Data

Result:

Fig. 4(b)

☐ Data Dictionary Configuration ? X

General Formula Rules

Min Value:  Max Value:

Display Mask:

☐ KPI Entry

☐ Manual Data Entry

☒ Override

Fig. 4(c)

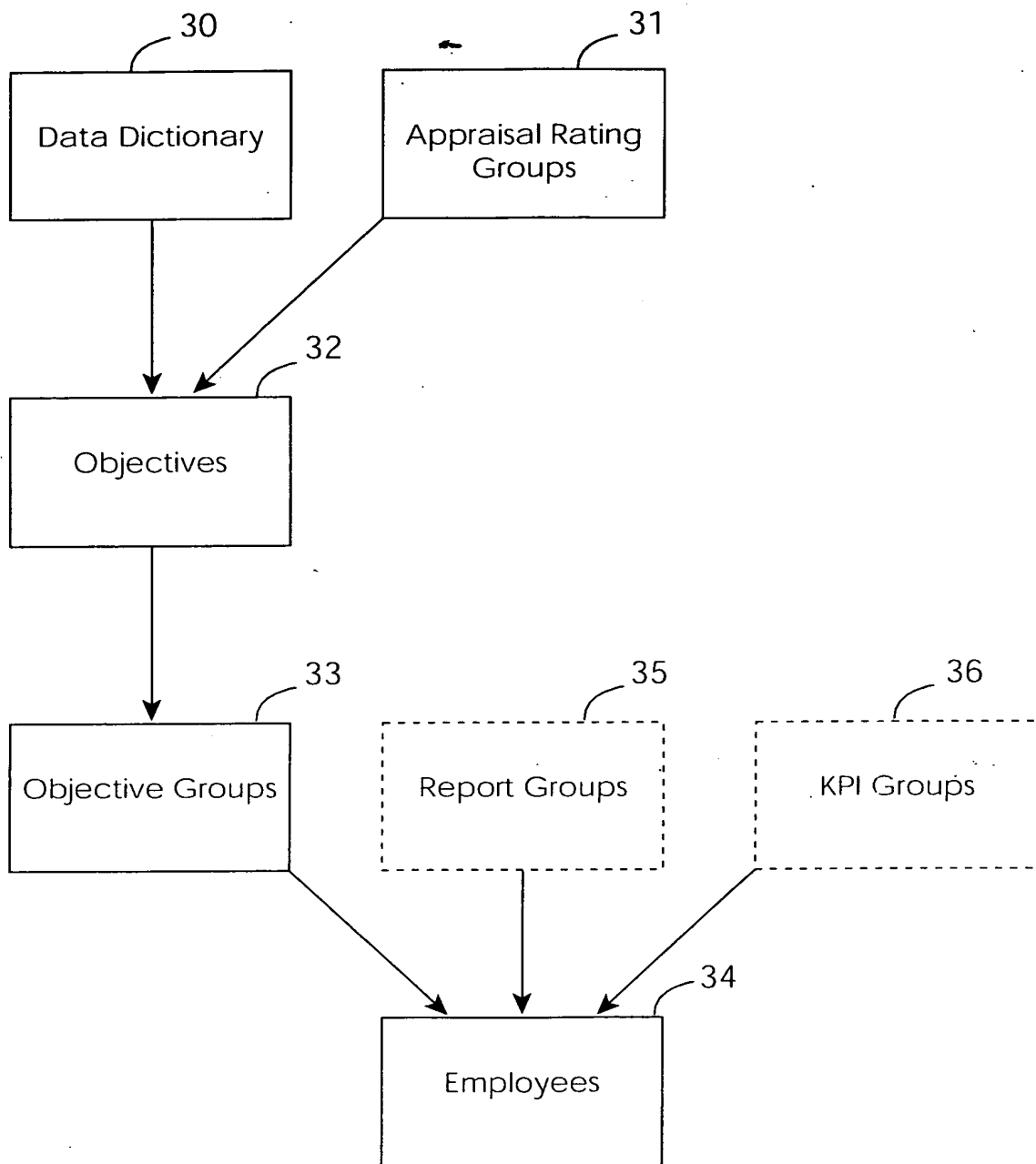


Fig. 5